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03/05/2004

Bourque & Associates PA
 835 Hanover Street Suite 301
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Patricia L. Hillery	(Depositor's name)
Patricia L. Hillery	(Signature)
May 7, 2004	(Date)

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/595,697	06/16/2000	Laurence J. Fromm	CELLIT-005XX	1727

TITLE OF INVENTION: METHOD AND APPARATUS FOR CONTROLLING A CONTACT CENTER

APPLN. TYPE	SMALL ENTITY	ISSUE FEE	PUBLICATION FEE	TOTAL FEE(S) DUE	DATE DUE
nonprovisional	YES	\$665 1330	\$0	\$665 1330	06/07/2004
EXAMINER	ART UNIT	CLASS-SUBCLASS			
AL AUBAIDI, RASHA S	2642	379-265000			

1. Change of correspondence address or indication of "Fee Address" (37 CFR 1.363).

- ☐ Change of correspondence address (or Change of Correspondence Address form PTO/SB/122) attached.
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2. For printing on the patent front page, list (1) the names of up to 3 registered patent attorneys or agents OR, alternatively, (2) the name of a single firm (having as a member a registered attorney or agent) and the names of up to 2 registered patent attorneys or agents. If no name is listed, no name will be printed.

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(A) NAME OF ASSIGNEE

(B) RESIDENCE: (CITY and STATE OR COUNTRY)

Concerto Software, Inc.

Westford, MA

Please check the appropriate assignee category or categories (will not be printed on the patent); ☐ individual ☒ corporation or other private group entity ☐ government

4a. The following fee(s) are enclosed:

- ☒ Issue Fee
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- ☒ Advance Order - # of Copies two

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